

Citizen-Police Mediation

Presented by:

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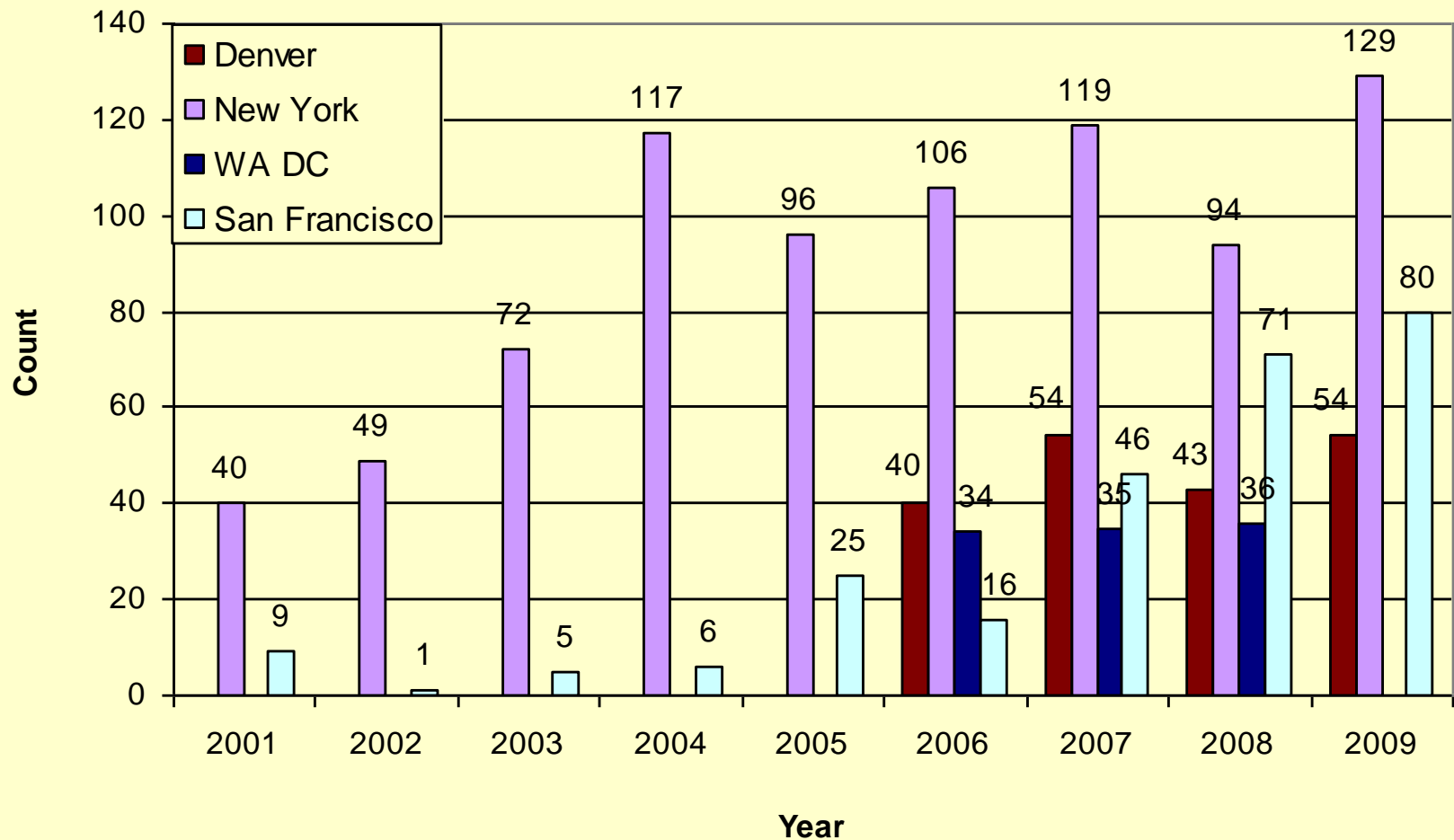
**Joyce Hicks, Office of Citizen
Complaints, San Francisco**

**Phil Eure,
Office of Police Complaints,
Washington, D.C.**



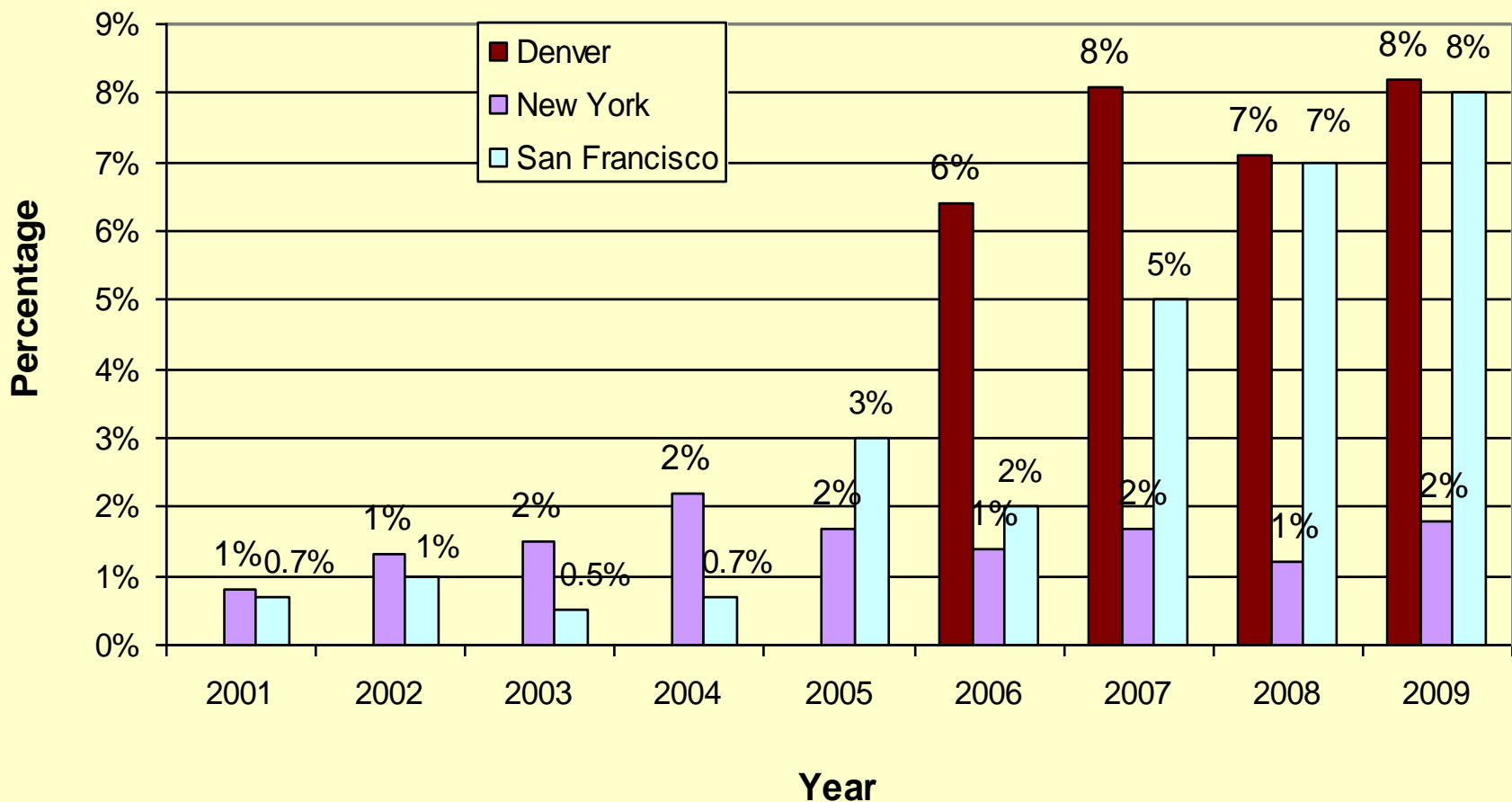
Number of Mediations by City and Year: Denver, New York, WA DC, and San Francisco

NUMBER OF MEDIATIONS BY YEAR: 2001 - 2009



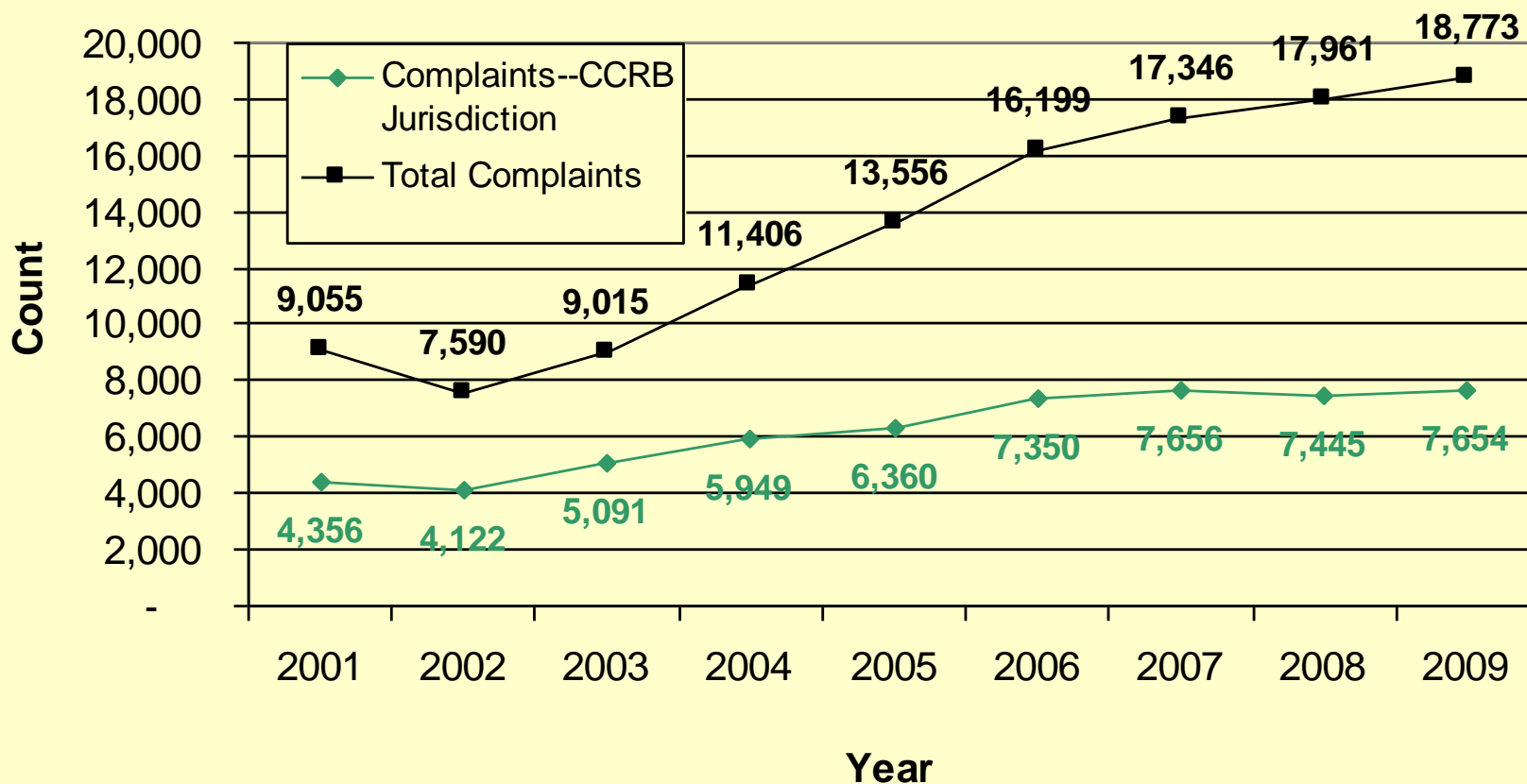
Percentage of Complaints Mediated by City and Year: Denver, New York, and San Francisco

PERCENTAGE OF TOTAL COMPLAINTS MEDIATED
BY CITY AND YEAR: 2001 - 2009



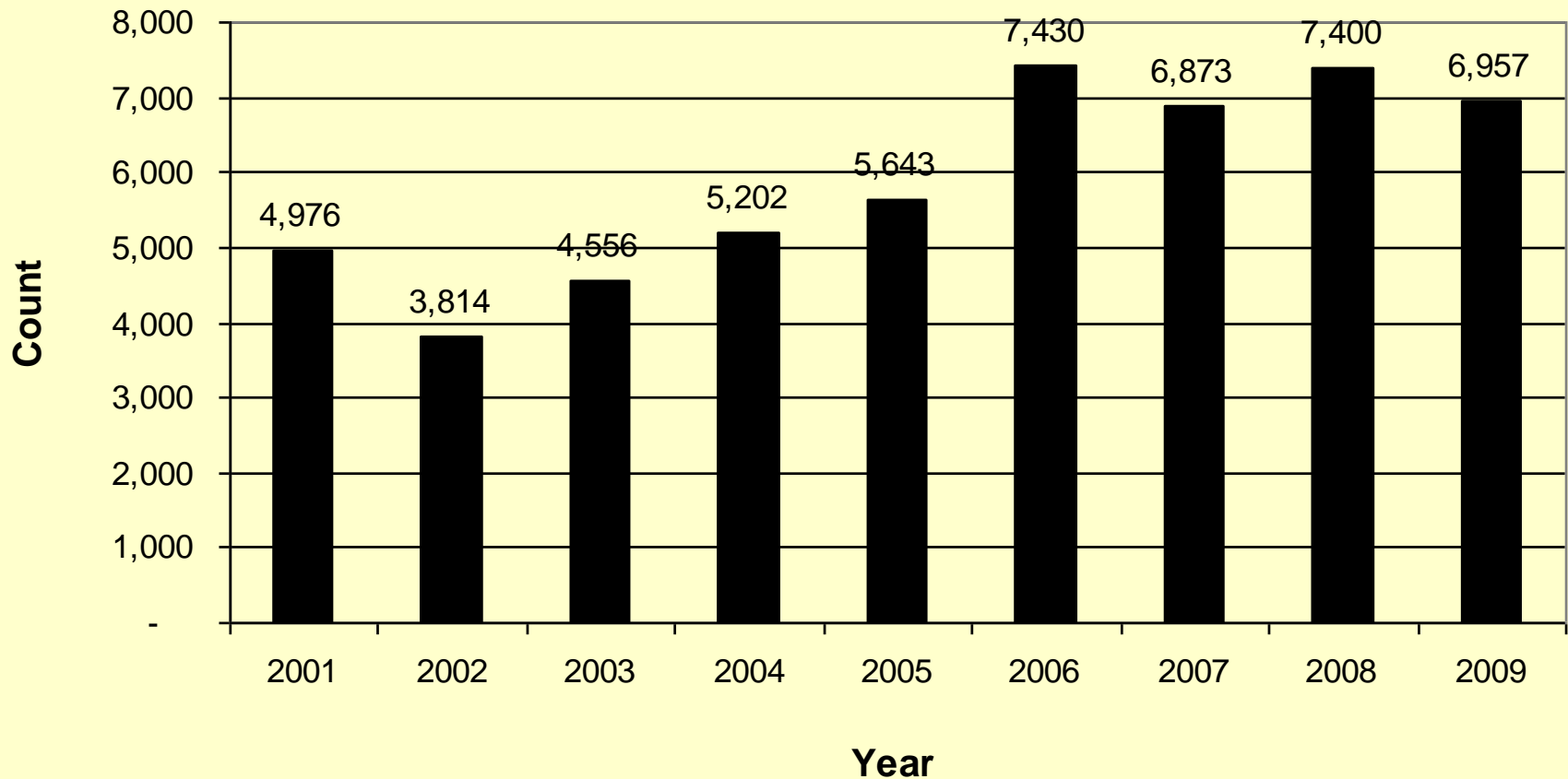
Number of Complaints Received by Jurisdiction and Year: New York, 2001 – 2009

COMPLAINTS RECEIVED BY JURISDICTION AND YEAR: 2001 - 2009



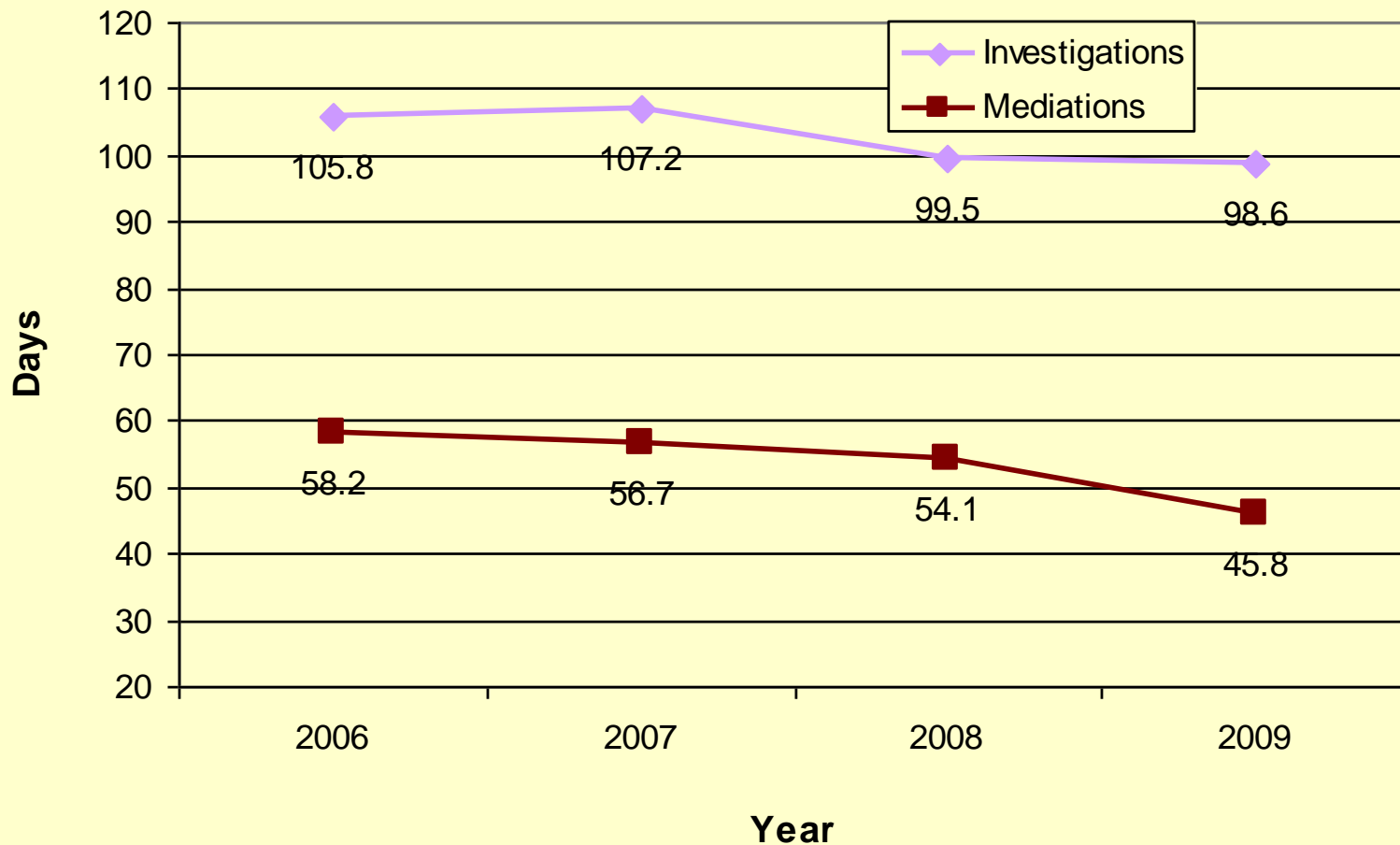
Number of Complaints Closed Through Investigative Process: New York, 2001 – 2009

COMPLAINTS CLOSED THROUGH INVESTIGATIVE
PROCESS: 2001 - 2009



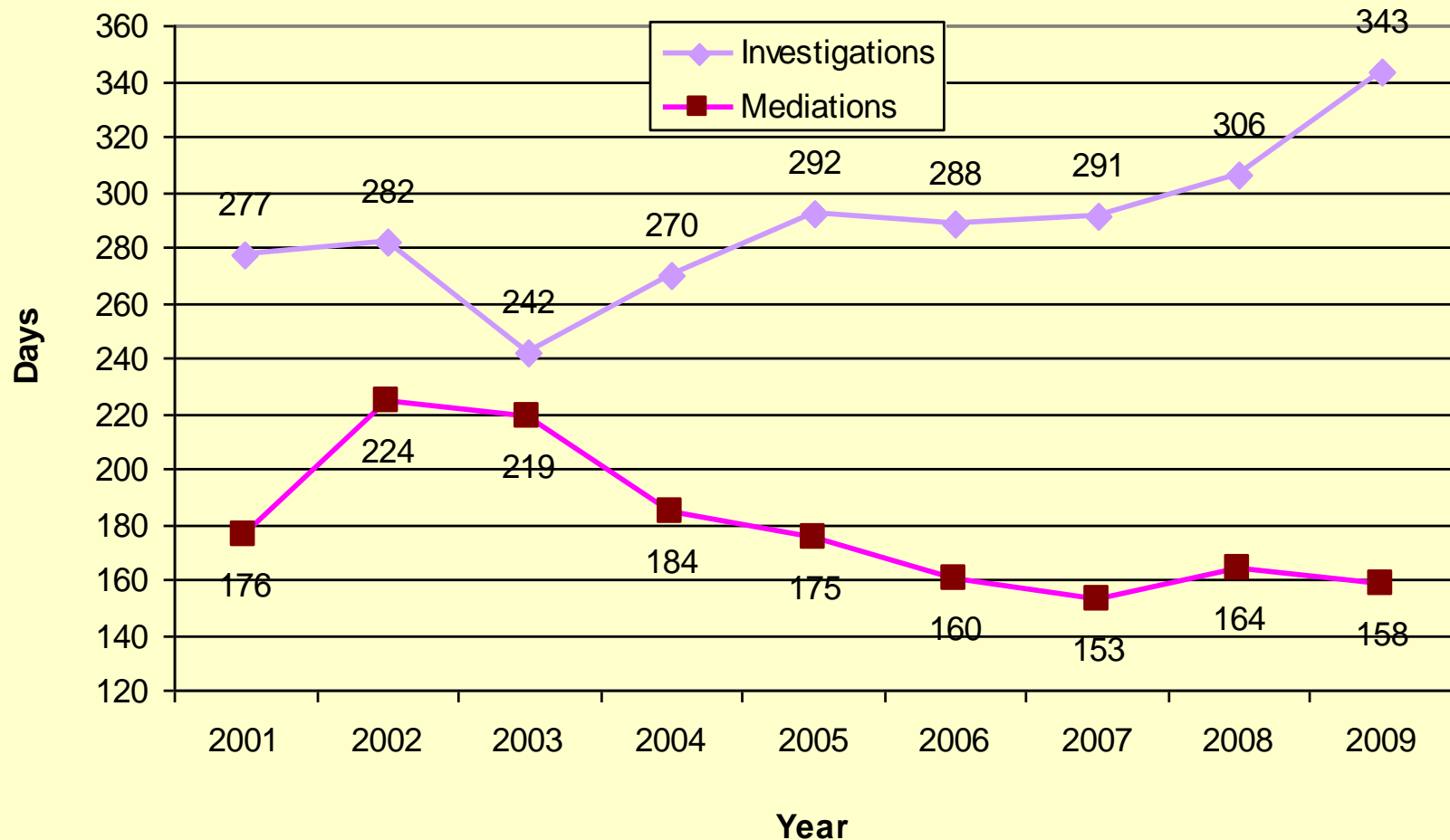
Case Processing Time by Case Type: Denver, 2006 – 2009

AVERAGE CASE PROCESSING DAYS BY
CASE TYPE AND YEAR: 2006 - 2009



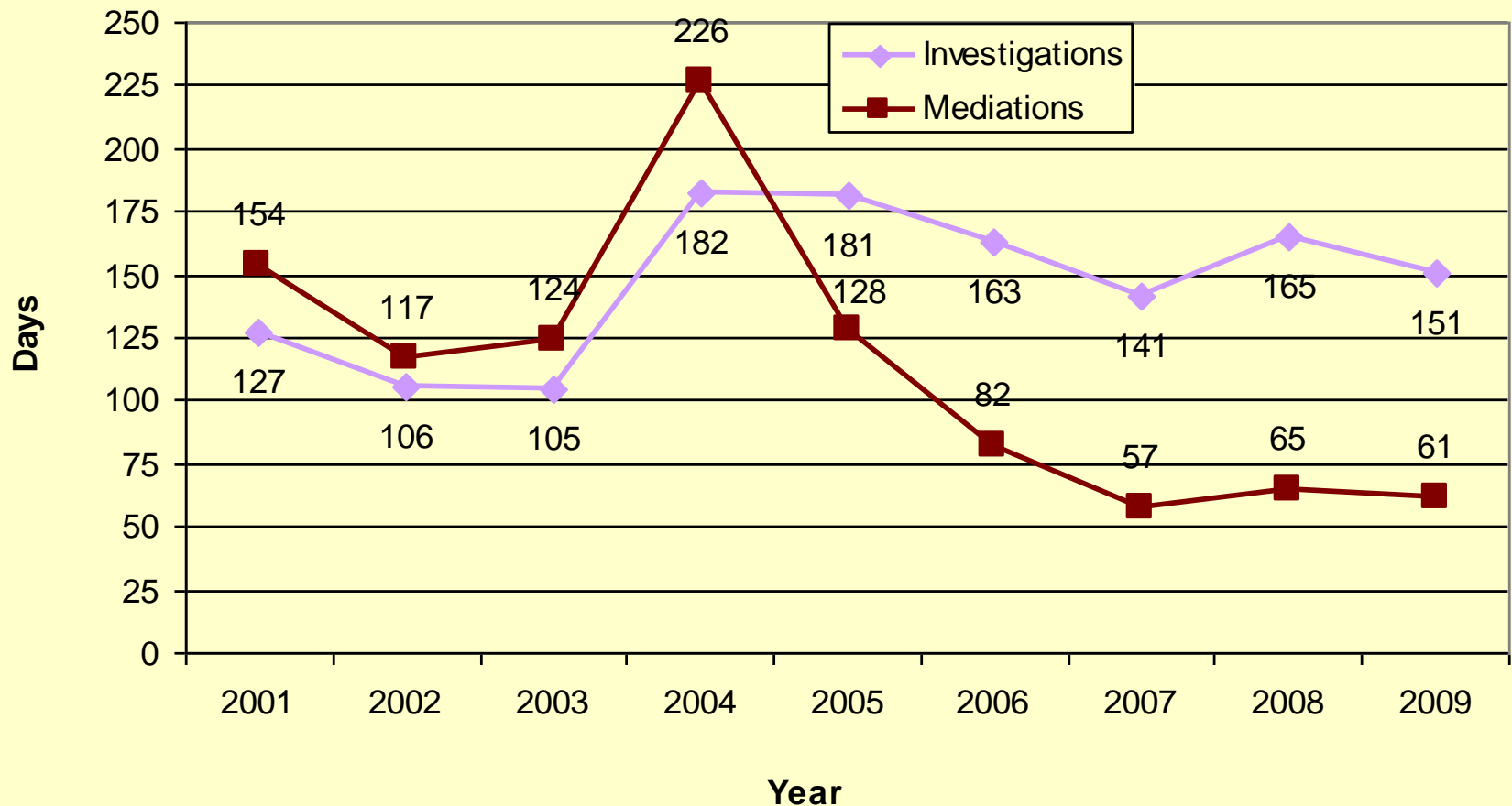
Case Processing Time By Case Type: New York, 2001 – 2009

AVERAGE CASE PROCESSING DAYS BY CASE TYPE AND YEAR: 2001 - 2009



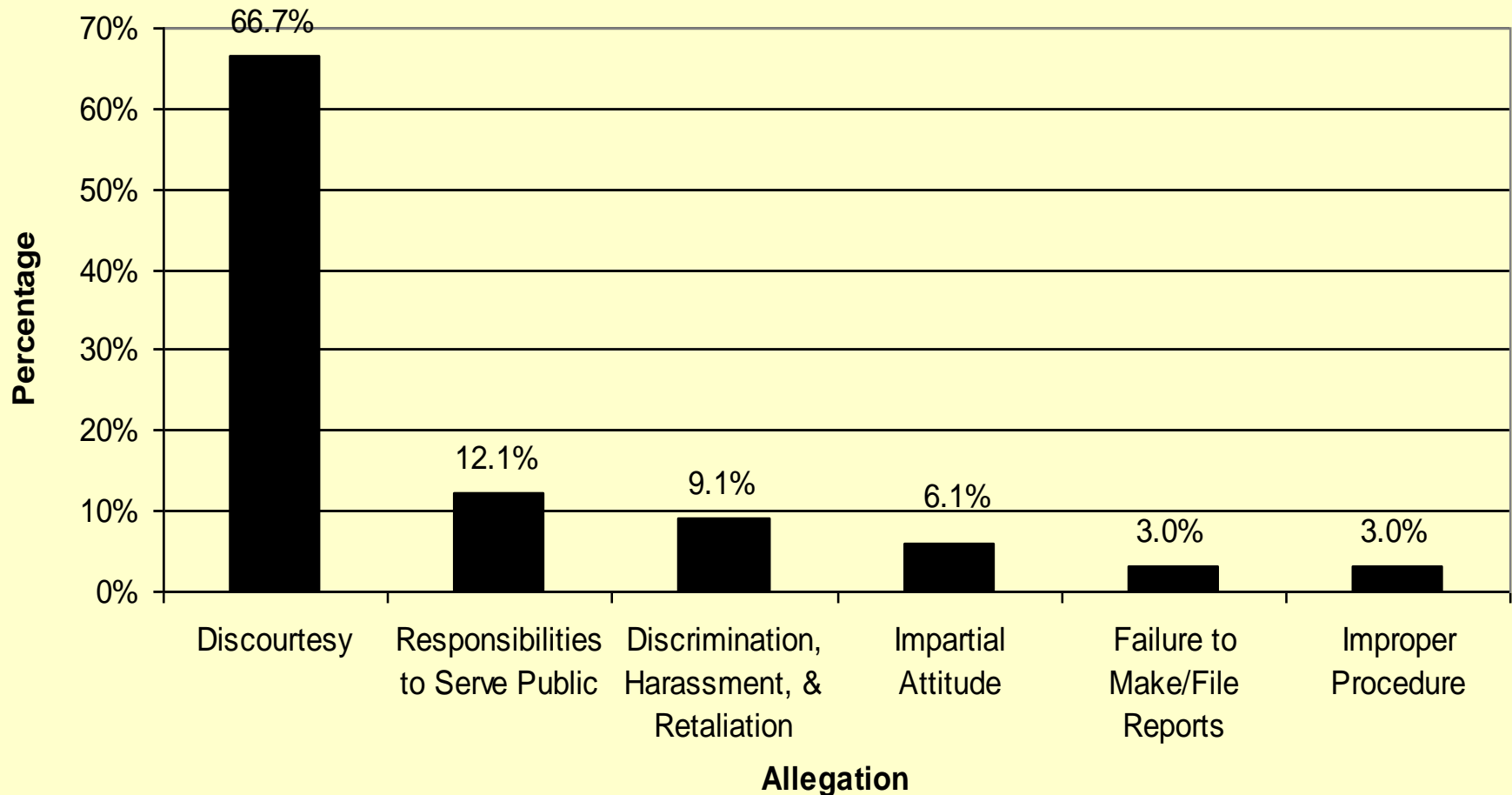
Case Processing Time By Case Type: San Francisco, 2001 – 2009

CASE PROCESSING TIME BY CASE TYPE AND
YEAR: 2001 - 2009



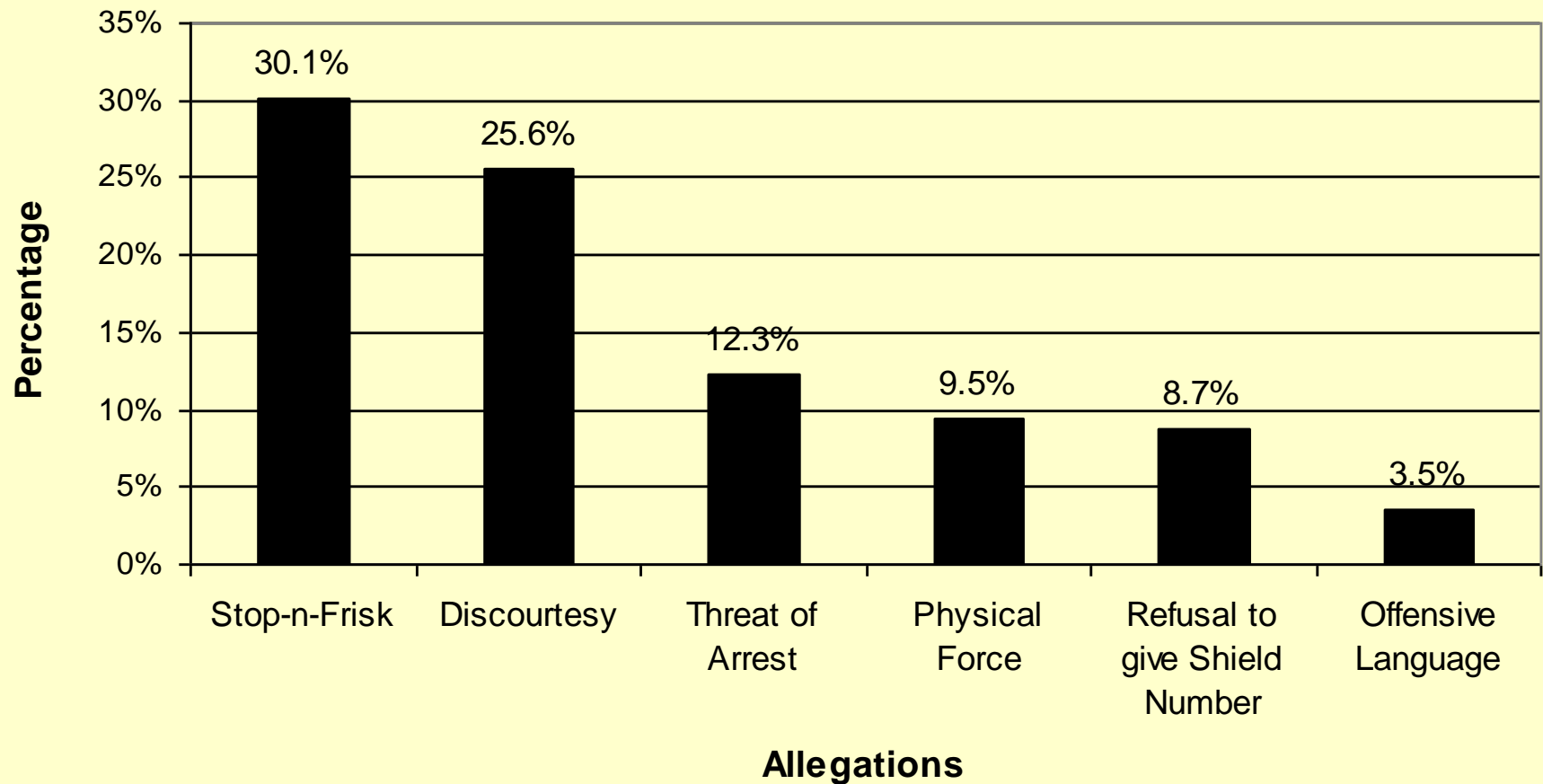
Types and Percentages of Allegations Mediated: Denver, 2009

TYPE OF ALLEGATIONS MEDIATED: 2009



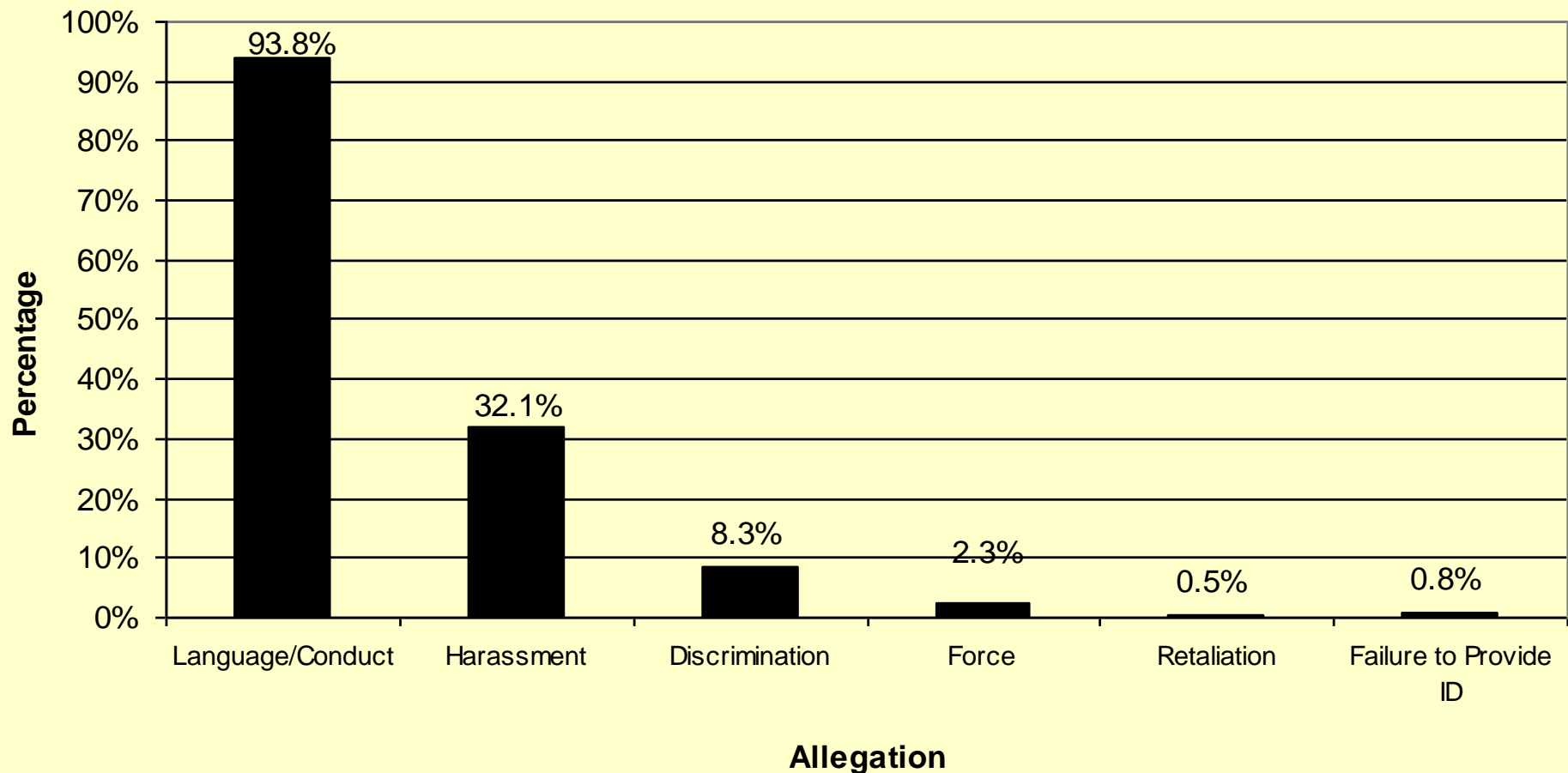
Types and Percentages of Allegations Mediated: New York, 2009

TYPE OF ALLEGATIONS MEDIATED: 2009



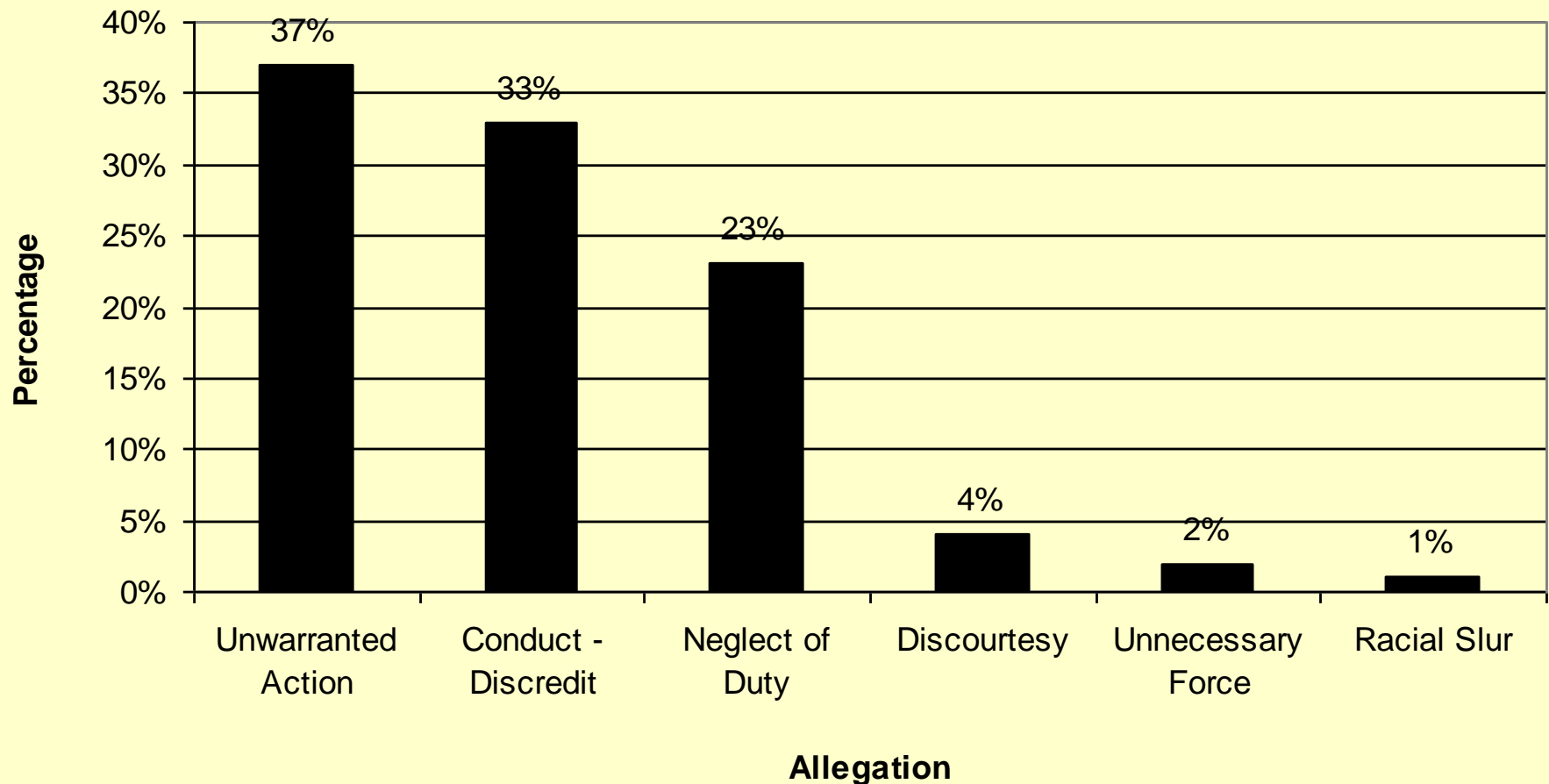
Types and Percentages of Allegations Mediated: WA DC, 2009

TYPE OF ALLEGATIONS MEDIATED: 2009



Types and Percentages of Allegations Mediated: San Francisco, 2009

TYPE OF ALLEGATIONS MEDIATED: 2009

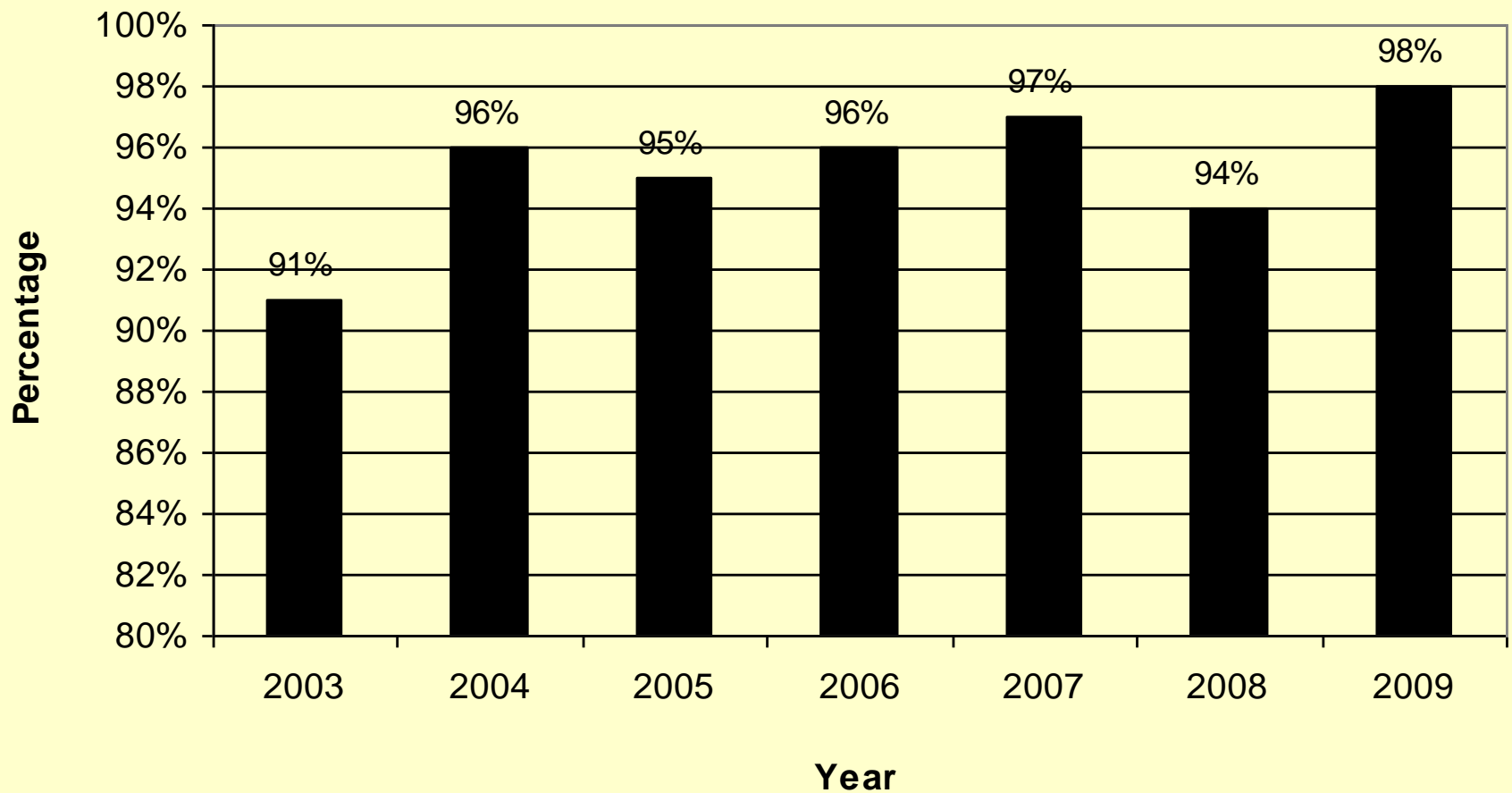


Officer and Citizen Acceptance Rates

New York City	Denver	San Francisco
Officer acceptance rate ranges from 64% in 2001 to 74% in 2009 with an average rate of 67%.	Average officer acceptance rate for 2005-2009 is 91.5%.	Officer acceptance ranges from 86% to 100% with an average of 92% between 2001 and projected 2009.
Average complainant acceptance rate is 48% for 2005-2009.	Average complainant acceptance rate for 2005-2009 is 52.1%.	Complainant acceptance ranges from 30% to 71% with an average of 47% between 2001 and 2009.

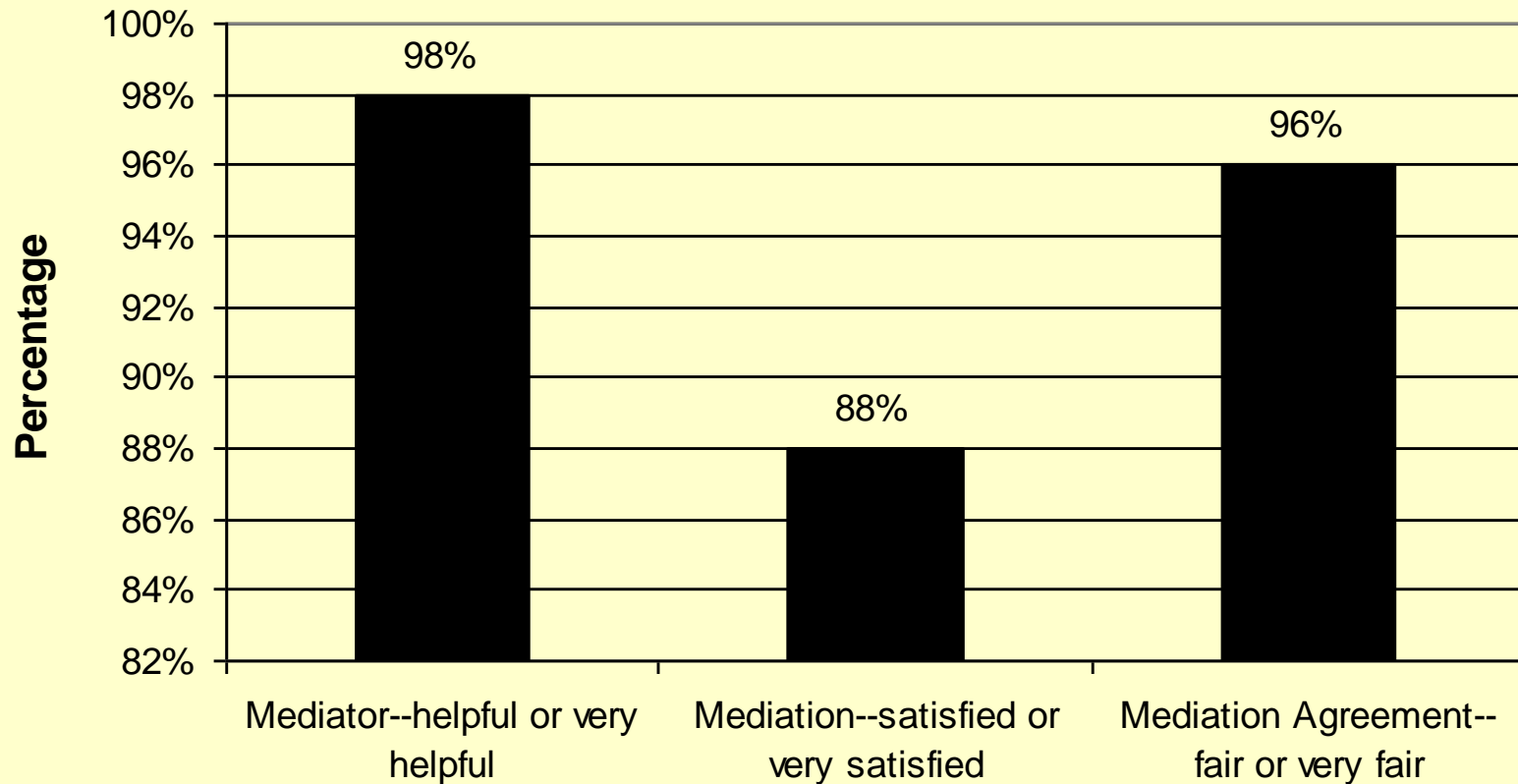
Mediation Successful Resolution Rate: New York, 2003 – 2009

PERCENT OF SUCCESSFUL MEDIATIONS BY YEAR:
2003 - 2009



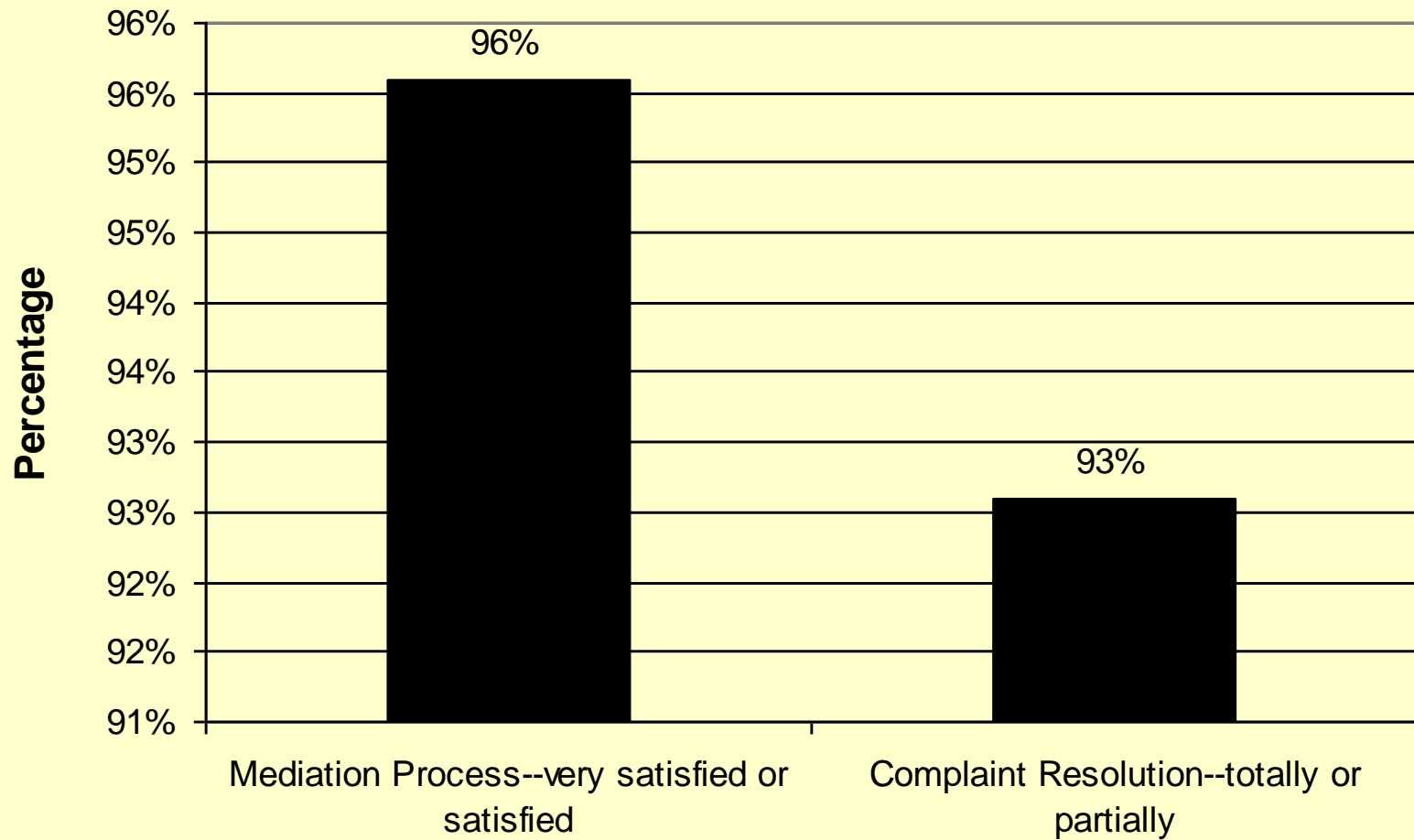
Mediation Satisfaction: WA DC, 2007 – 2008

MEDIATION SATISFACTION, 2008



Mediation Satisfaction: San Francisco – 2008

MEDIATION SATISFACTION, 2008



Denver Chart for Satisfaction with Mediation Compared to Traditional Complaint Handling

MEDIATION SATISFACTION RATES (7-16-2009)

CITIZEN COMPLAINT SURVEY

<i>Complainants' satisfaction with:</i>	<u>Dissatisfied</u>	<u>Neutral</u>	<u>Satisfied</u>
Complaint Handling Process	74.5%	13.8%	11.7%
Outcome of Complaint	86.2%	5.8%	8.0%

OFFICER COMPLAINT SURVEY

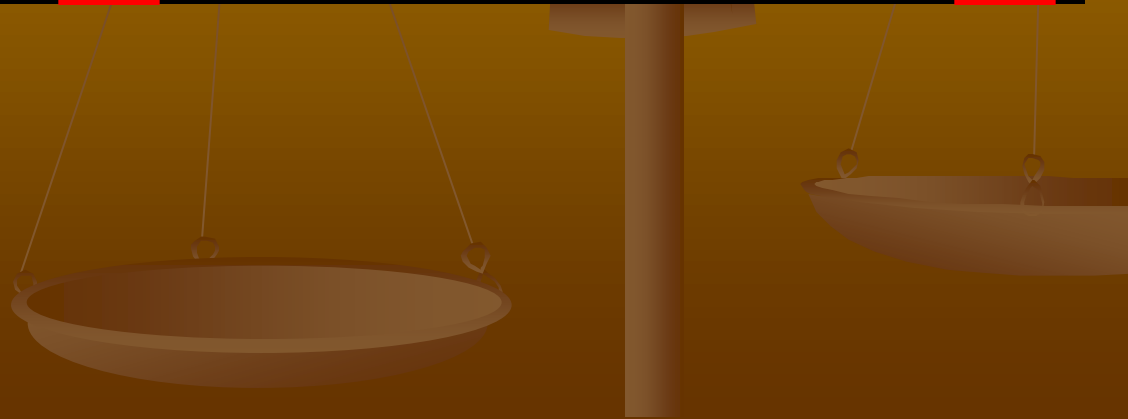
<i>Officers' satisfaction with:</i>	<u>Dissatisfied</u>	<u>Neutral</u>	<u>Satisfied</u>
Complaint Handling Process	63.7%	24.7%	11.6%
Outcome of Complaint	34.8%	16.6%	48.6%

CITIZEN MEDIATION SURVEY

<i>Complainants' satisfaction with:</i>	<u>Dissatisfied</u>	<u>Neutral</u>	<u>Satisfied</u>
Mediation process	8.7%	14.5%	76.8%
Outcome of mediation	18.4%	22.3%	59.2%

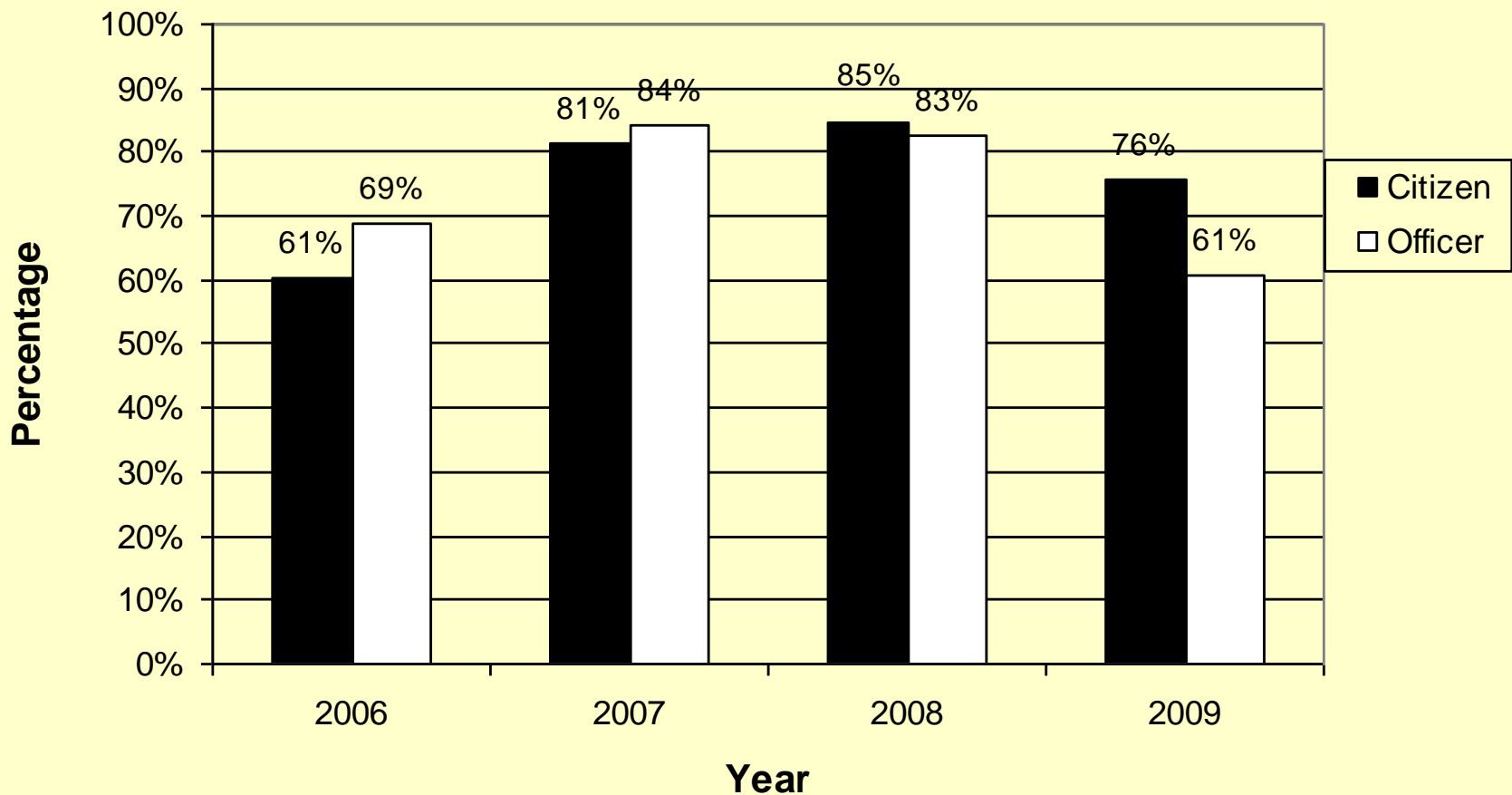
OFFICER MEDIATION SURVEY

<i>Officers' satisfaction with:</i>	<u>Dissatisfied</u>	<u>Neutral</u>	<u>Satisfied</u>
Mediation process	6.0%	15.1%	78.9%
Outcome of mediation	5.5%	25.2%	69.3%



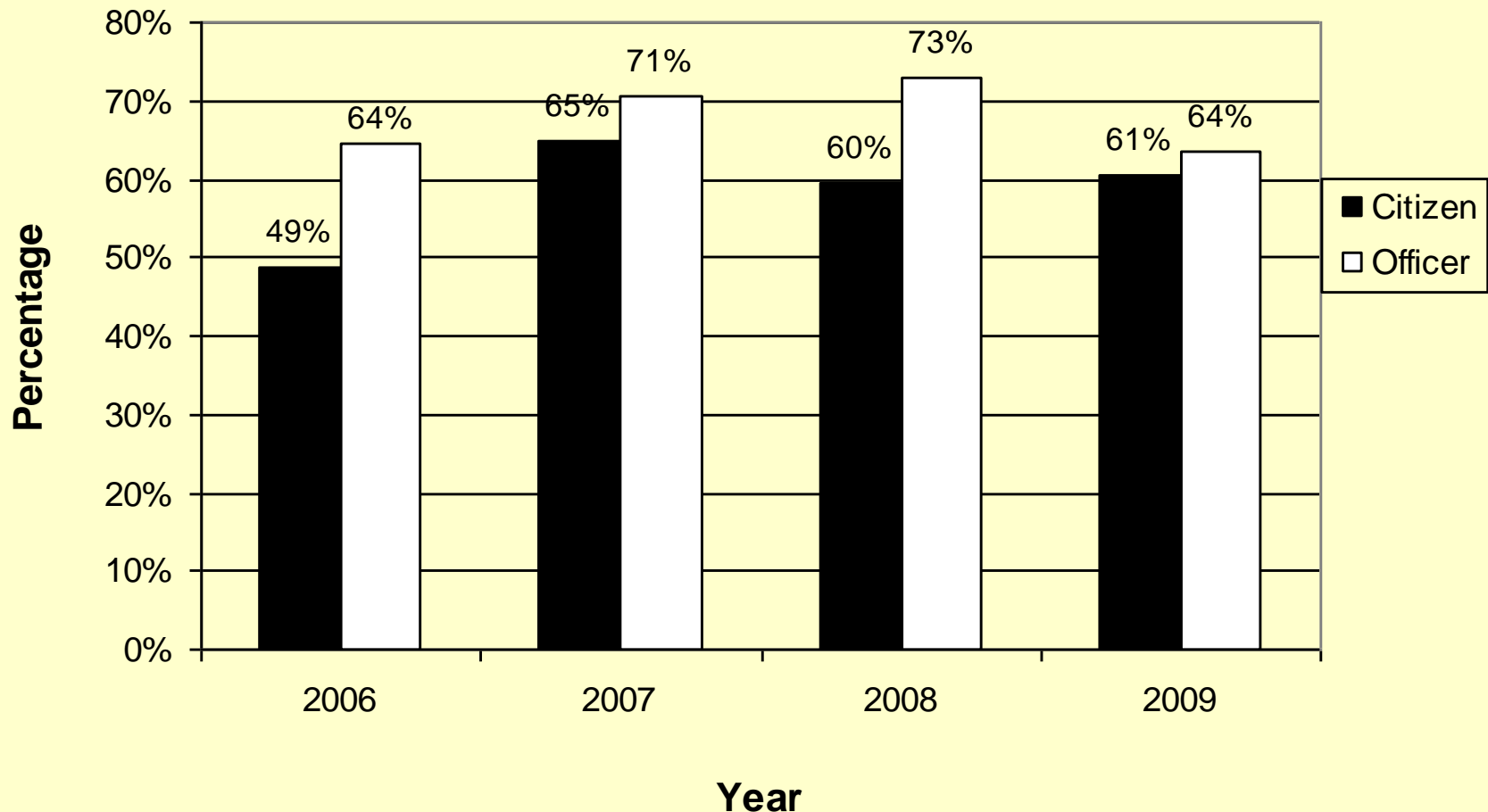
Citizen and Police Satisfaction with the Mediation Process: Denver, 2006 - 2009

PERCENTAGE OF RESPONDENTS SATISFIED
WITH MEDIATION PROCESS BY YEAR



Citizen and Police Satisfaction with the Mediation Outcome: Denver, 2006 - 2009

PERCENTAGE OF RESPONDENTS SATISFIED
WITH MEDIATION OUTCOME BY YEAR



The Impact of Mediation on Future Complaints: Denver, 2006 - 2009 (aggregated)

EFFECTS OF MEDIATION ON CITIZEN COMPLAINTS AND ALLEGATIONS			
COMPLAINT TYPE	Before Average	After Average	Statistically Significant Change
Citizen Complaints			
Mediated Officers	1.56	0.61	Yes
Formal/Informal Officers	0.47	0.27	Yes
Citizen Complaint Allegations			
Mediated Officers	1.79	0.73	Yes
Formal/Informal Officers	0.64	0.32	Yes
Discourtesy Allegations			
Mediated Officers	0.80	0.24	Yes
Formal/Informal Officers	0.18	0.09	No
Force Allegations			
Mediated Officers	0.26	0.17	No
Formal/Informal Officers	0.15	0.08	No
Improper Procedure Allegations			
Mediated Officers	0.26	0.15	Yes
Formal/Informal Officers	0.12	0.11	No